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Docket No.: 042390.P10167

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

**Shires et al.**

Application No.: 09/750,029

Filed: December 29, 2000

For: Data Integration with Interactive Voice  
Response Systems

Examiner: MD S. Elahee

Art Group: 2645

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OCT 0 6 2004

OFFICE OF PETITIONS

AMENDMENT AND RESPONSE TO THE OFFICE ACTION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the outstanding Office Action, mailed October 6, 2003, please enter the following amendments and consider the following remarks.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2.

**Remarks** begin on page 7.